Luiz Borges Da Silva

Technical Support Escalations/Dev Ops and Platform Specialist

ABOUT

An enthusiastic people-focussed Technical Support Engineer having spent 3 years progressing in SaaS technical support, DevOps and platform management to build and develop understanding of commercial objectives, customer-centric service solutions and business acumen. Looking to thrive in environments of personal and professional growth, with a strong interest in Technical Support, DevOps and/or Software Engineering.

A very independent person with a strong work ethic and a love for being challenged, ever motivated to find a new method of improving customer/developer experience. Responsible and hardworking individual capable of working in a fast paced environment. Confident and reliable with the ability to relate to a wide range of people, work under pressure and complete duties efficiently.

Exposure to both small and medium size technical support client bases, looking to build a career in the SaaS industry

PERSONAL DATA

Full Name: Luiz Borges Da Silva

Email: luiz.borges.146@gmail.com

Telephone No: +1 628 758 8103

Visa Status: L2 Spouse (Work Authorised)

SKILLS

Business:- Customer Success, Problem Solving, Complaint Handling, Management, Organisation, Administration, FinServ, Technical Training,

IT Related:- Networking, SAP, Technical Escalations, Windows Server, Platform, DevOps

Language:- English and Portuguese.

EDUCATION

2017 - 2019
Bachelor of Science IT (Networking and Support)
CCT College, Dublin
Applied Technology, Strategic IT, Multi-Paradigm Programming & Scripting, Network Management

2010 – 2014
Bachelor of Business Administration
Faculdade Pitagoras, Brazil
Business Management, Economics, Marketing, Accounting & Logistics

1995 - 2009
Primary and Secondary Education
Instituto de Educação Estadual de Londrina, Brazil
Biology, Physics, Chemistry, Mathematics, History, Geography, Portuguese, English, Literature, Arts

WORK EXPERIENCE

▶ Dec 2020 – Dec 2021
Technical Support Escalations & Platform Activity Specialist – Enterpryze
Primary contact for MongoDB database and platform queries, alongside technical support escalations and triage for DevOps. Accountable for the smooth operation of the Windows Server and Database Clusters, with performance assessment, analytics and downtime monitoring. Build and execute JSON queries, log file audits and SAP integrations

Jun 2019 – Dec 2020
2nd Line Support & DevOps – Enterpryze
Handling 2nd line support queries for users of the inhouse Enterpryze system along with external customers utilising the SAP B1 solution. Responsible 1st line technical escalations, support through system modifications/enhancements and system bug identification. Support customer integrations on ERP projects such as platform installations, upgrades and migrations.

Monitoring of service delivery against KPIs, along with trend analysis. Create, review and implement Mongo DB / SQL scripts (Create, Read, Update and Delete). Analyse log files utilising tools such as Kibana to identify, track and resolve bugs and errors.

⚙ WORK EXPERIENCE (Cont.)

Mar 2019 – Jun 2019
1st Line Support – Enterpryze
Responsible for contact centre initial resolution of queries from clients facing technical difficulties with Enterpryze and SAP B1. Address any resolutions possible, and escalate to second line team for timely resolution where required.

Aug 2018 – Mar 2019
▶ **Supervisor** – Small World Financial Services
Promoted to manage the customer service function, act as company contact for compliance/financial investigations, escalation point for complaints and act as first line local support for IT queries/concerns for staff and external agents. Responsible for a team of 12 customer service executives, managing escalations and 2nd line queries. Review, adjust and maintain rotas, and resolve complex customer issues.

Sept 2017 – Aug 2018
▶ **Customer Service Executive** – Small World Financial Services
Leading the customer experience providing genuinely professional and amazing customer service, liaising with financial institutions globally to carry out monetary transactions in compliance with international legislation, custom and practice. Resolving customer queries with focus on upselling and customer retention.

Aug 2015 – Aug 2017
▶ **Customer Service Executive** – Citywest Hotel, Ireland
Acting as the first point of contact for customer interactions in the Hotel. Ensuring customer concerns and issues are resolved in a pragmatic and efficient way. Handling of customer complaints, resolving wherever possible without escalation.

Oct 2014 – Jun 2015
▶ **Hospitality Executive** – Noel Group, Ireland
Front of house supervisor, leading a team of hospitality staff to deliver catering and event support for clients based in Dublin.

Sept 2009 – Sept 2013
▶ **Retail Manager** - Centauro, Brazil
Manage a team of 30 employees including performance reviews, rotas and staff morale. Negotiated various projects in partnership with large groups of retailers in Brazil (commonly known as SONAE, BR MALS). Adjusting layout, presentation and displays to suit the target market, relocation of products to optimise stock rotation. Acting as the lead point for implementation of Corporate decisions. Delivery of training programs and follow-up reviews of the training of managers. Active career progression reviews with all employees ensuring effective talent retention. Ensuring compulsory training compliance for all reporting employees. Managed end-to-end employee lifecycle including temporary staffing requirements, headcount control and budgets. Organisation of delivered goods, input and output of goods in the system (SAP), layout adjust, stock control and maintaining cleanliness and organisation of the stock. Advanced creation and integration of Excel based KPI analysis to develop understanding of team/individual goals, successes and opportunities. Ensuring effective customer service delivery through pragmatic solution focus.

Personal, Professional and Character references are available on request.